

**ABSTRACT OF THE DISCLOSURE**

[0272] A system for forming a database indexed with content-based parameters, corresponding to recordings of contacts to a contact center, includes an analysis unit, a mining unit, and a correlation unit. The analysis unit performs automated-portion analysis techniques to ascertain predetermined events occurring in recordings of automated portions of the contacts to the contact center. The mining unit performs audio mining of recordings of agent portions of the contacts to the contact center. The correlation unit correlates an event occurring in an agent portion of the recordings with a corresponding one of a plurality of content-based parameters selected to be used as indices of the database, and makes an entry in the database based on the correlated event and the corresponding content-based parameter.